

DUTIES

Provides stenographic, clerical, and typing support for the office staff.

Takes and transcribes dictation and notes involving highly technical or specialized terminology relating to the functions of various programs.

Prepares reports, both special and routine, for the program functional area to which assigned. May involve substantial searching and compiling of data.

Using word processing software type correspondence, memoranda, telegrams, reports, forms, and other material in final form from transcriptions, rough drafts or handwritten copy.

Makes travel arrangements for staff members; prepares requests for travel authorizations, follows up on approval of requests, and prepares travel vouchers.

Receives and refers visitors and telephone calls; furnishes general program information and relays messages.

Maintains office files; retrieves requested information from files.

Proofreads outgoing mail for completeness, accuracy, and proper format.

FACTORS

1. Knowledge Required by the Position

Skill in taking and transcribing dictation.

Skill in the operation of word processing equipment. A qualified typist is required.

Knowledge of grammar, spelling, capitalization, and punctuation required to type a variety of material accurately.

Ability to follow specific, detailed instructions when the material to be typed is in an unusual form.

Knowledge of the formats and procedures used by the office.

Knowledge of common scientific or technical terms used in APHIS.

Knowledge of clerical procedures used by the office to maintain the office files and records.

Familiarity with work done in related organizational segments to refer visitors and telephone calls.

Knowledge of the contents of the office files.

Knowledge of specific office policies, procedures and functions to review outgoing mail.

2. Supervisory Controls

The supervisor assigns work, advises of procedural changes, and is available for assistance when required. Work is performed independently, following prescribed procedures. Work is reviewed for compliance with instructions.

3. Guidelines

Guidelines include various publications on the preparation of correspondence and reports, scientific or technical dictionaries, agency regulations, manuals, written and oral instructions. These are specific and directly applicable to the work, but are not always available. The employee uses judgment in locating, selecting, and applying the guidelines.

4. Complexity

The work consists of several stenographic, typing, and clerical tasks such as making travel arrangements, preparing reports, sorting mail, filing letters, taking dictation, typing material from rough draft and transcriptions, some of which involve related steps. Actions to be taken are sometimes dependent on changing priorities and identifying what needs to be done first.

5. Scope and Effect

The purpose of the work is to transcribe and type material and perform clerical support such as maintaining office files, receive and refer visitors and telephone calls, and relay messages. The accuracy and timely completion of assignments contribute to the effectiveness and efficiency of the office.

6. Personal Contacts

Contacts are with employees within the immediate office and in related support units.

7. Purpose of Contacts

Contacts are for receiving assignments, obtaining instructions, taking dictation, exchanging information, and reporting progress.

8. Physical Demands

The work is sedentary. No special exertion is required.

9. Work Environment

Work is performed in an office setting.